



Court Leadership and Problem Solving

Issue #8

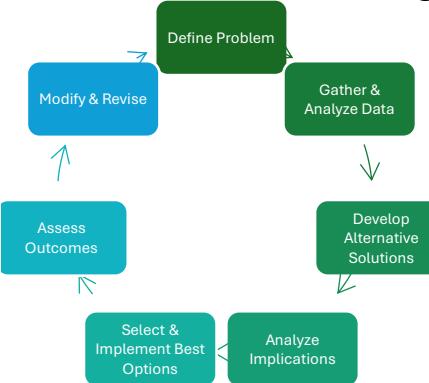
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This Topic and Why

Court leaders continually face the need to solve problems. This series shares different problem-solving techniques. Models build from the traditional problem-solving pattern as depicted to the right and offer different approaches, and maybe inspiration, to use a process to resolve issues.

This issue offers a technique of problem solving using a process entitled PHASE.

Traditional Problem Solving



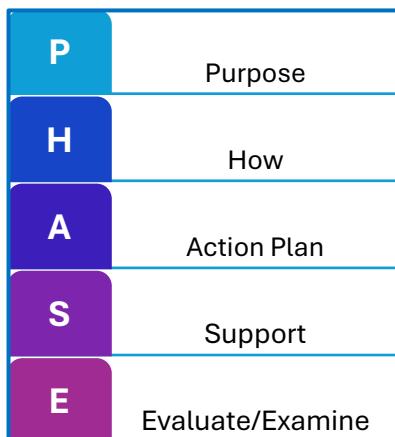
Focus in This Issue:

PHASE

The Concept in Practice:

This process provides an implementation strategy useful for problem solving. The process emanates from "implementation science" where strategies create and build capacities for change and problem solving.

Using a structure to consider the change action helps to manage the culture, seek clarity on the objective, obtain or mobilize support or consensus, and document steps or actions.



PHASE Strategy Practice Sheet

P	State the purpose for a change Provide the reason underlying or prompting change Identify specific areas for change and improvement Define the effects and outcomes expected from the change
H	Evaluate how to be ready for the change Identify capacities for change Define needs regarding workforce, policies, practices, and time
A	Describe the actions and activities Define the roadmap for problem solving Identify tasks, target times, and assignments
S	State how support will be sought and obtained Identify activities, practices, or training that may be needed
E	Identify information needed to evaluate progress Examine methods and ways to seek data and information

Tips

- Approach problem solving as a process where conscious preparation steps are taken
- Use PHASE to get clear information about the objectives and overcome typical change related failures

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Resources

Trends in State Courts, 2024, National Center for State Courts,
https://www.ncsc.org/_data/assets/pdf_file/0024/102489/10-PHASE-A-Practical-Approach-to-Implementation.pdf

Phase: A Practical Approach to Implementation, Teri Deal, NACM 2024 Mid-Year Conference, 2/5/24

